

Architects Registration Board

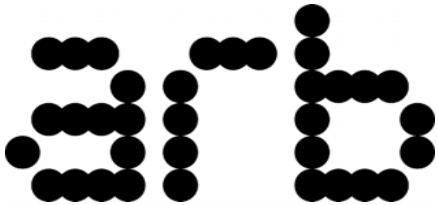
8 Weymouth Street  
London W1W 5BU

Telephone  
Facsimile  
e-mail  
website

020 7580 5861  
020 7436 5269  
[info@arb.org.uk](mailto:info@arb.org.uk)  
[www.arb.org.uk](http://www.arb.org.uk)

---

# 2007 Business Plan



## Prescription of Qualifications

Board objectives for delivering the Act	Headline Activities	Staff responsible	Priority	Estimated Completion Date	Revised Completion Date	Final completion date
<b>S4(1)(a)</b> To give assurance to the public that those coming onto the Register with prescribed qualifications and practical experience are competent to practise	<b>Current core</b>  Maintain the prescription system	EM/EC		Ongoing		
	<b>Developmental core</b>  Consider revisions to the Part 1 and 2 Criteria and approve any revisions for consultation	EM	1	November	Feb 2008/July 2008	
	Consider revisions to the Part 3 Criteria, approving any revisions for consultation (and publish revised Criteria)	EM	1	November	Feb 2008/July 2008	
	Take forward recommendations of the Part 3 Review Working Group Report by drafting new guidance for institutions and a new internal mechanism for reviewing Part 3 level applications	EM/EC	2	December	Deferred pending further developments	
	Consider developing ARB's Procedures in line with revisions to the Criteria, and approve any revisions for consultation	EM	1	November	Dependent on Criteria revisions	Carried forward to 2008
	Review the Board's rule on practical experience	EM/ES	2	September	Deferred pending further developments	
	Ensure that issues arising from the staff paper on good governance are taken forward by the Board	EM	1	Ongoing		Completed November 2007

## Prescription of Qualifications

Board objectives for delivering the Act	Headline Activities	Staff responsible	Priority	Estimated Completion Date	Revised Completion Date	Final completion date
<b>S4(1)(b)</b> To give assurance to the public that those coming onto the Register with non-prescribed qualifications and practical experience are competent to practise	<b>Current core</b> Support the development of the Board's prescribed examination for those with non-prescribed qualifications	EM/ES		Ongoing		
	<b>Developmental core</b> Develop the staff approach to dealing with overseas applications	EM	1	December	Overtaken by events. No further work necessary	
<b>S9</b> To give assurance to the public that those on and returning to the Register have maintained their competence	<b>Developmental core</b> Support the implementation of the Board's scheme so that ARB can be assured that those on and returning to the Register maintain an appropriate level of professional competence	EM/ES		Ongoing	Carried forward to 2008	Guidelines issued and profession notified with ARB retention fee letter.
<b>S2(3)</b> To discharge functions in support of the Board as directed by the Board	<b>Developmental core</b> Review ARB's activities in the Architects Council of Europe (ACE) to gain a clearer understanding of ARB's input	AC/EM		December	November Board meeting to discuss an overview of ARB's involvement	November 2007

## Registration

Board objectives for delivering the Act	Headline Activities	Staff responsible	Priority	Estimated Completion Date	Revised Completion Date	Final completion date
<b>S3, S10, S11, S12, S18</b> <b>Maintain and publish the Register</b>	<b>Current core</b> Publish the Register and ensure its accuracy  Continue to audit historic data on database, and update and amend accordingly	KH  KH		Ongoing  Ongoing		Completed November 2007
	<b>Developmental core</b>  Review the search the Register facility on the website, and look at how any problems might be addressed				New search facility implemented. Ongoing revisions taking place subject to feedback.	Completed but further work to be undertaken in 2008 to ensure system remains responsive to needs
<b>S4, S4(1), S4(1)(b)</b> <b>Admit eligible persons to the Register</b>	<b>Current core</b>  Ensure systems and processes are in place for registering approximately 1,200 persons annually who hold UK prescribed qualifications or equivalent  Manage the system for examining applicants who wish to gain equivalence to Parts 1 and 2, and also for the Part 3 oral examination  Apply ARB's destruction policy to records and correspondence	KH  KH  KH		Ongoing  Ongoing  Ongoing	Destruction work carried out prior to move. Records reviewed and action taken	Completed for 2007

## Registration

Board objectives for delivering the Act	Headline Activities	Staff responsible	Priority	Estimated Completion Date	Revised Completion Date	Final completion date
<b>S4, S4(1), S4(1)(b) Admit eligible persons to the Register</b>	<b>Developmental Core</b> In light of the 2006 review of the examination process, implement and monitor amendments to the procedures	KH	1	June	July	Completed
	Develop and implement a feedback facility for examiners and candidates	KH	2	August		Completed. Develop appraisal system in 2008
	Consider outsourcing the Board's examination process, and assess what additional work/resources would be needed	KH/EM	2			Agreed in principle. Out to tender in 2008
<b>Carry out the duties of the UK Competent Authority</b>	<b>Current core</b> Ensure that ARB's responsibilities as the UK Competent Authority are conducted in an appropriate manner and in accordance with the EU Directive and the Architects Act 1997	KH		Ongoing		
	<b>Developmental Core</b> Consider the implications of the new Services Directive	Executive	2	Ongoing		Develop further in 2008
	Consider the implications of the new Qualifications Directive and implement procedures as appropriate to ensure that ARB is fully compliant	KH/EM	1	October		Substantive work undertaken in response to consultation. SI delayed, so defer to 2008
	Devise and implement ARB's system to act as a point of contact under the Qualifications Directive	KH/RW	1	October		Deferred to 2008 as European system not operational

# Registration

Board objectives for delivering the Act	Headline Activities	Staff responsible	Priority	Estimated Completion Date	Revised Completion Date	Final completion date
<b>S7</b> Prevent those registering from using false representation	<b>Current core</b> Continue to develop a system for issuing automated "to whom it may concern" letters	KH		December		Further work to be undertaken in 2008
	Ensure processes and resources are in place to authenticate documentation provided by applicants	KH		Ongoing		
<b>S8</b> Collect the annual retention fee and remove from the Register those who fail to pay	<b>Current core</b> Manage the collection of c.30,000 retention fees	KH		Ongoing		Ongoing. Further development required in 2008
	Continue to develop the direct debit system	KH/TR		October		
	Ensure systems are maintained to remove from the Register those persons who fail to pay the fee within the prescribed period	KH		Ongoing		
	<b>Developmental core</b> Improving the on-line services facility for architects	KH	2	October	December	Further development in 2008  Considered and rejected. Too expensive to administer
Enhance the online e-services facility by developing an online reinstatement process for those returning to the Register within two years	KH	3	December			
Consider introducing scanning facility for cheque payments	KH/TR	2	October	November		

## Registration

Board objectives for delivering the Act	Headline Activities	Staff responsible	Priority	Estimated Completion Date	Revised Completion Date	Final completion date
<b>S9</b> Ensure those returning to the Register (after two or more years) are competent to practise	<b>Current core</b> Maintain a system whereby applications for readmission/reinstatement to the Register are dealt with promptly and consistently	KH		Ongoing		
<b>S22</b> Deal with appeals from those who have been removed from, or wish to be reinstated to the Register	<b>Current core</b> Ensure that an open and transparent appeals process is available to appellants	KH		Ongoing		

# Regulation

Board objectives for delivering the Act	Headline Activities	Staff responsible	Priority	Estimated Completion Date	Revised Completion Date	Final completion date
<b>S13</b> <b>To ensure that the Code of Conduct sets down benchmarks for best practice</b>	<b>Current Core</b> The Board to consider revisions to the Code, and consult with the architectural profession, its clients, built environment bodies and other stakeholders for their views	AC	2	Mid 2008		
<b>Part III S13</b> <b>To ensure the Code is observed with regard to PII</b>	<b>Current core</b> Ensure a simple and effective monitoring system is in place for the collection of data  Review the impact of PII work	Reg. Dept		Ongoing		
	<b>Developmental core</b> Develop timely systems to process cases through the disciplinary route as appropriate	Reg. Dept	1	December		
<b>S20</b> <b>To have in place an effective title abuse regime</b>	<b>Current core</b> Ensure effective procedures and systems are in place to manage an anticipated 400 title abuse enquiries  Conclude directory audit and commence case management of misuse of title matters arising therefrom  Maintain liaison with directory publishers to prevent mislistings recurring	Reg. Dept		Ongoing		Initial audit broadly concluded and worked rolled on to 2008 case management
		Reg. Dept	1	December		
		KH/Reg. Dept	1	Ongoing		



# Regulation

Board objectives for delivering the Act	Headline Activities	Staff responsible	Priority	Estimated Completion Date	Revised Completion Date	Final completion date
<b>S20</b> To have in place an effective title abuse regime	<b>Developmental core</b> Continue to develop proactive policies for prosecuting individuals who have ceased to be registered but have failed to relinquish the title in business or practice	Reg. Dept	1	December		Prosecution policy developed and in place
<b>S13</b> Schedule 1 Part II To maintain a swift, open and transparent regulatory process	<b>Current core</b> Ensure effective procedures and systems are in place to log, analyse and process an anticipated 700 complaints/enquiries	Reg. Dept	1	Ongoing		System in place August 2007. Refinements ongoing
	<b>Developmental core</b> Explore the feasibility of introducing an independent third party review process in relation to decisions by the Board, its Committees or the Registrar	AC/KH/SY/ Reg. Dept		Ongoing	Jan 2008, subject to Board agreement Nov 07	January 2008
	Develop and implement a new case management system for Regulation	AC/KH/Reg.Dept	1	December		System in place Aug 07. Refinements ongoing
	Develop and implement a structured approach to publicity of PCC decisions	AC/Reg.Dept/SY	1	June		Completed May 2007
<b>To underpin the Board's statutory obligations for registration, education, and regulation, with proactive planning in relevant areas</b>	<b>Developmental Core</b> Review each stage of the regulation process to identify appropriate response to FOI requests	AC/KH		December	Work not yet scheduled	Training for all staff to be arranged in 2008

## Corporate

Board objectives for delivering the Act	Headline Activities	Staff responsible	Priority	Estimated Completion Date	Revised Completion Date	Final completion date
<b>S6, S8, Schedule 1, Part IV</b> <b>To ensure tight control of ARB's finances</b>	<b>Current core</b> Continually monitor the level of the annual retention fee to ensure sufficient resources are available to fund ARB's statutory responsibilities	KH/TR		Ongoing		
	Manage carefully all aspects of ARB's finances, and supervise working relationships with ARB's financial advisers	KH/TR		Ongoing		
<b>Schedule 1, Part I</b> <b>To ensure that ARB invests fully in its staff to maximise their full potential for the benefit of ARB</b>	<b>Current core</b> Conduct annual and mid-year performance appraisals for staff	Executive		Ongoing	Mid-year appraisals scheduled for early July	Completed  Year-end appraisals completed
	Ensure staff have a safe working environment (HASAW)	Executive		Ongoing		
<b>Schedule 1, Part I</b> <b>To make an electoral scheme and to keep it under review</b>	<b>Current core</b> Keep the Electoral Scheme under review to ensure it remains relevant to the election process	SY		Ongoing		

## Corporate

Board objectives for delivering the Act	Headline Activities	Staff responsible	Priority	Estimated Completion Date	Revised Completion Date	Final completion date
<b>S2(3)</b> <b>To discharge functions in support of the Board as directed by the Board</b>	<b>Current core</b> Prepare papers for consideration/approval/decision by the Board, as appropriate	Executive		Ongoing		
	<b>Developmental core</b> Explore the feasibility of holding short Q&A sessions for the public prior to Board meetings	KH/SY	3	June		<b>Completed May 2007</b>
	Plan and manage move to temporary accommodation	KH/Executive	1	November		<b>Completed</b>
<b>To underpin the Board's statutory obligations for registration, education, and regulation, with proactive planning in relevant areas</b>	<b>Current core</b> Ensure the Board complies fully with all relevant legislation which impacts upon the Board and its work	Executive		Ongoing		
	Prepare, publish and circulate the annual report to registrants, consumer groups, MPs and other stakeholders	SY		Ongoing	June/July 2007	Completed
	Review and update ARB's website to ensure that it remains relevant and accessible to users	SY		December		Develop in 2008
	Attend meetings and other external events to facilitate an exchange of views and information as between the Board and the profession, academics, students of architecture, and others	As appropriate		Ongoing		
	Attend trade and consumer exhibitions to promote the Register, and other aspects of ARB's work, eg. title protection	SY		Ongoing		

## Corporate

Board objectives for delivering the Act	Headline Activities	Staff responsible	Priority	Estimated Completion Date	Revised Completion Date	Final completion date
<b>To underpin the Board's statutory obligations for registration, education, and regulation, with proactive planning in relevant areas</b>	<b>Developmental Core</b> Devise and implement an Equality and Diversity policy to comply with the relevant legislation  Establish Communications Working Party to look at aspects of ARB's current communications and possible future communications	KH/SY	1	June then ongoing	December 2007	Deferred to 2008
		AC/KH/SY	1	June		Completed April 2007. To be reconvened in 2008
	Revise/update Board Members' Handbook	AC/Board members	1	December		January 2008

## **ARB's Headline Core Activities**

### **Corporate Activities**

Management and development of ARB's IT system to ensure it remains responsive to needs

Development and maintenance of the website

General office management

Maintaining building services

Ensuring staff have a safe working environment (HASAW)

Running the business of the Finance & Establishment Committee, and managing all aspects of ARB's finances

Supervising the working relationships with ARB's financial advisers

Managing the direct debit system and all aspects of banking administration

Developing and managing the production of ARB's literature, including the Annual Report and eBulletin

Attending meetings and other external events to promote a greater understanding of ARB's role with the public and the profession

Conduct annual appraisals to identify opportunities for improvement, successes and achievements of individuals and to identify training needs

Continually assess and monitor workloads to ensure sufficient resources available that are operationally capable of responding and developing to meet current and future needs

Dealing with correspondence

Liaison with sponsoring department DCLG

### **Prescription of Qualifications Department**

Developing and implementing policies relating to the Board's prescription of architectural qualifications

Ensuring the efficient running of the prescription system (14-18 planning meetings; 8 meetings of Prescription Committee; up to 18 applications considered by the Board; up to 30 annual monitoring submissions for consideration)

Ensure that prescription Committee members are apprised of relevant matters in HE policy, QA and other issues relating to prescription of qualifications

Ensuring that good governance standards for public services are fully addressed in the operation of the prescription process

Keeping abreast of developments in Europe and in European legislative processes

Liaison with government departments/RIBA/other external bodies in relation to educational issues/Architects Council of Europe

Liaison with the UK Schools of Architecture, including presentations and workshops for students

Managing the department's budget

Dealing with correspondence

## **Registration Department**

Production and maintenance of the UK Register of Architects

Maintaining and updating ARB's database

Data Protection

Ensuring that there are systems and processes in place to register 1,200 or so people each year who hold UK prescribed or equivalent qualifications

Managing the system for examining applicants who wish to gain equivalence to Parts 1 and 2, and also for the Part 3 oral examination

Overseeing the assessment process

Implementing the Architects Act and European Directive

Managing the collection of c30,000 retention fees and keep level of fee under review to ensure sufficient resources available to fund ARB's statutory activities

Managing the readmissions and reinstatements to the Register processes, and ensuring they are dealt with promptly and consistently

Removals from the Register due to death, resignation and non-payment of the retention fee

Managing the process of competency standards where a person has been off the Register for more than two years

Managing the department's budget

Dealing with correspondence

Responding to requests for information under the Freedom of Information Act

## **Regulation Department**

Ensuring effective procedures are in place to process approximately 700 complaints and 400 title abuse enquiries

Running the business of the Investigations and Professional Conduct Committees

Monitoring the development of regulation in society generally to ensure that ARB keeps abreast and up to date

Liaison with all stakeholders in the regulation process

Keeping the Code of Conduct, PCC and IC Rules under review to ensure they continue to reflect best practice

Monitoring and evaluating costs of investigation process and PCC hearings

Prosecuting cases of misuse of title in the courts

Monitoring progress of disciplinary cases sent to the Board's solicitors for reports

Dealing with post-PCC hearing correspondence and queries

Dealing with issues relating to Professional Indemnity Insurance

Managing and maintaining the regulation database

Managing the department's budget